



ABQ Museum Job Opportunity: Guest Experience - Cashier

Updated 4/7/2021

The Albuquerque Museum's guest service admissions team is seeking friendly, helpful and customer-focused team members to serve as cashiers at the Albuquerque Museum.

Successful candidates enjoy going above and beyond to welcome the public to the Museum and will provide assistance for all ticketing and visit needs. Cashiers report to the Administrative Supervisor and are part of the guest services staff.

Cashier duties may include, but are not limited to:

- Greeting and welcoming guests to the Museum
- Selling tickets in person utilizing our Kiosk
- Providing exceptional customer service by answering questions, directing guests and sharing knowledge of the Museum's operations and policies
- Interacting with a large number of guests while maintaining a professional, calm demeanor
- Proactively resolving guest issues to reach a win-win outcome
- Working in a humid indoor environment
- Collaborating with the guest experience team and other Museum departments to serve guests beyond the front doors
- Supporting the Albuquerque Museum Foundation through membership sales and event assistance
- Interacting with the public while sitting or standing for long periods of time
- Handling cash and strictly adhering to all cash handling procedures
- Working on weekends, some evenings and holidays

Successful cashiers:

- Have outgoing personalities and enjoy working with the public
- Take pride in their ability to provide guests with personalized service and attention
- Are proud to share their knowledge of the Albuquerque Museum
- Care about guests' impressions of the art and history on display at the Albuquerque Museum
- Effectively communicate policies in a kind, yet firm, manner
- Are friendly, organized, and punctual
- May have previous experience in customer/guest service

Preferred qualifications

Cashiers must be 18 years or older and have basic computer proficiency. Museum cashiers must be physically able to lift or move up to 30 pounds (stanchions, light barriers). Bilingual (English/Spanish) is a plus. Candidates must pass a security background check to be hired.

Work schedule:

Full-time positions available. Most positions require weekend work. Shifts are 8:30 a.m. to 5 p.m., with a one hour lunch. Some shifts will include evening hours occasionally.

Pay rate:

\$11.50 per hour. **Cashiers are employed through a staffing agency, not the City of Albuquerque.**

To apply:

Please e-mail a cover letter, résumé and contact information for three references to Elena Maestas, Administrative Supervisor, at elenamaestas@cabq.gov. All materials must be received by 9 a.m. on Wednesday, April 14, 2021.